

## HATZOLAH OF LOS ANGELES AMBULANCE OPERATOR LICENSE APPLICATION EVALUATION

ORDINANCE REQUIREMENT	REF. #	APPLICATION REVIEW CHRONOLOGY	POTENTIAL ISSUES AND/OR APPLICATION DEFICIENCIES
<p><b>Signed Application Form and Attachments</b> (original with five copies and correct fees) If applicant is a corporation or limited liability company (LLC), the following is also required:</p> <ul style="list-style-type: none"> <li>• Statement of Information</li> <li>• Articles of Incorporation (corporations)</li> <li>• Articles of Organization (LLC)</li> <li>• Certificate of Status</li> </ul>	<p>Application Instructions Section A 7.06.020</p>	<p>On <b>01/30/2012</b>, the EMS Agency received an Application for Ambulance Operator's License from Hatzolah of Los Angeles (Hatzolah).</p> <p>On <b>05/11/2016</b>, a letter was sent to Hatzolah informing the company that the EMS Agency will begin processing their application. A request for updated information as well instructions/checklist was provided to the company in order to expedite the review process.</p> <p>On <b>06/09/2016</b>, the EMS Agency received a packet from Hatzolah with updated information for their application. The following officers were listed on the application:</p> <ul style="list-style-type: none"> <li>• Shmuel B. Manne, Chairman</li> <li>• Elliot Adelman, Treasurer</li> <li>• Menachem M. Bukiet, Secretary</li> </ul> <p>The following corporate documentation for Hatzolah was submitted:</p> <ul style="list-style-type: none"> <li>• A copy of the "Articles of Incorporation" (dated 02/06/2008), certified by the California Secretary of State (SOS).</li> <li>• A copy of a letter from the "Internal Revenue Service" (dated 08/25/2008) stating that Hatzolah is exempt from Federal Income Tax under section 501 © (3) of the Internal Revenue Code.</li> </ul>	

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		<ul style="list-style-type: none"> <li>A copy of "Statement of Information" (filed on 01/11/2012), certified by the SOS.</li> </ul> <p>On <b>11/26/2018</b>, received the "Certificate of Status" for Hatzolah stating that the company is "Active (Good Standing)".</p>	
<b>ATTACHMENT I – FINANCIAL CAPABILITY</b>			
<p><b>Financial Statements*</b> (must be prepared by a Certified Public Accountant (CPA))</p> <ul style="list-style-type: none"> <li>Current (for the last fiscal year) and/or pro forma (if new company) profit and loss statements</li> <li>Current Balance Sheet</li> <li>Disclosure of all Liabilities</li> </ul> <p>*Financial statement shall demonstrate that the applicant has adequate financial health, based on liquidity, profitability, and sustainability, to maintain ambulance service operations.</p>	7.16.050 (A) 1-3	<p>On <b>06/09/2016</b>, the following updated financial documents were submitted:</p> <ul style="list-style-type: none"> <li>A copy of a letter from "Barak, Richter and Dror, Certified Public Accountants"</li> <li>A copy of a Profit and Loss statement for Hatzolah for the period January through December 2015.</li> <li>A copy of a "Balance Sheet Prev Year Comparison" as of December 31, 2015.</li> <li>A copy of a "General Information" sheet for Hatzolah.</li> <li>A copy of a "2014 Federal Book Depreciation Schedule" for Hatzolah</li> <li>A copy of a "2014 Short Form Return of Organization Exempt from Income Tax" for Hatzolah.</li> <li>A copy of a "2014 Public Charity Status and Public Support" for Hatzolah.</li> <li>A copy of a "2014 Supplemental Information to Form 990 or 990EZ" for Hatzolah.</li> <li>A copy of a "2014 Federal Supporting Detail" for Hatzolah.</li> </ul>	

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		<ul style="list-style-type: none"> <li>• A copy of a “2014 Payment Voucher for Corps and Exempt Orgs e-filed Returns” for Hatzolah.</li> <li>• A copy of a “2014 California Exempt Organization Annual Information Return” for Hatzolah.</li> <li>• A copy of a “2014 Corporation Depreciation and Amortization” for Hatzolah.</li> <li>• A copy of a “2014 California Statements” for Hatzolah.</li> </ul> <p>On <b>09/12/2016</b>, Hatzolah’s financial statements were forwarded to the Financial Manager for review. Subsequently, on <b>09/13/2016</b>, the Financial Manager has requested the following additional financial statements for review:</p> <ul style="list-style-type: none"> <li>• Current profit and loss statements from January 1, 2016 to August 31, 2016 and pro forma profit and loss statements for the rest of the year ending December 31, 2016.</li> <li>• Current Balance Sheet for the period January 1, 2016 to August 31, 2016 and pro forma balance sheets for the rest of the year ending December 31, 2016.</li> <li>• Disclosure of all Liabilities statement</li> <li>• Copies of current three (3) months’ worth of Hatzolah bank statements.</li> </ul>	

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		<p>As of date, the EMS Agency has failed to receive the requested financial documents from Hatzolah. As of this review, the Financial Manager is requesting the following additional financial statements for review:</p> <ul style="list-style-type: none"> <li>• Current profit and loss statements from January 1, 2017 to December 31, 2017.</li> <li>• Current Balance Sheet for the period January 1, 2017 to December 31, 2017</li> <li>• Disclosure of all Liabilities statement</li> <li>• Copies of current three (3) months' worth of Hatzolah bank statements.</li> </ul> <p>On <b>10/11/2018</b>, received the following financial statements from Hatzolah:</p> <ul style="list-style-type: none"> <li>• Current profit and loss statements from January 1, 2017 to December 31, 2017.</li> <li>• Current Balance Sheet for the period January 1, 2017 to December 31, 2017</li> <li>• Copies of current three (3) months' worth of Hatzolah bank statements.</li> </ul> <p>On <b>10/22/2018</b>, received the completed review of Hatzolah's financial statements. Based on the financial statements submitted, Hatzolah has demonstrated that it has sufficient current assets to sustain operations as required by Los Angeles County ordinance.</p>	

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<b>ATTACHMENT II – EVIDENCE OF SUPPORT</b>			
<b>Evidence of Support</b> <ul style="list-style-type: none"> <li>• Three (3) written statements, and/or</li> <li>• Written notice of verbal testimony</li> </ul>	7.16.050 (C)	<p>On <b>06/09/2016</b>, letters of support were submitted from the following individuals:</p> <ul style="list-style-type: none"> <li>• Leslie Stein-Spencer, Director, Chicago Fire Department (dated 03/31/2016) for “Hatzalah”.</li> <li>• James Clack, Fire Chief, City of Arkeny Fire Department (dated 07/31/2015).</li> <li>• Sol Starck, Director, Hatzalah Chicago (dated 05/21/2015).</li> <li>• Daryl Osby, Fire Chief, Los Angeles County Fire Department (dated 04/29/2013).</li> <li>• Lawrence Feigen, Founder and COO, Windsor Healthcare Management and SNF Management (dated 01/26/2012).</li> <li>• Avrohom Union, Rabbinic Administrator, Rabbinical Council of California (dated 01/25/2012).</li> <li>• Meyer May, Executive Director, Simon Wiesenthal Center (dated 01/24/2012).</li> <li>• B. Goldenberg, Executive Director, Torath Emeth</li> <li>• Millage Peaks, Fire Chief, Los Angeles City Fire Department (dated 07/27/2010).</li> <li>• Douglas Barry, Fire Chief, Los Angeles City Fire Department (dated 03/06/2009).</li> <li>• Ralph Ramirez, Battalion Chief, Los Angeles City Fire Department (dated 09/04/2007).</li> <li>• Jack Weiss, Councilmember 5<sup>th</sup> District, City of Los Angeles (dated 05/11/2005).</li> </ul>	

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		<ul style="list-style-type: none"> <li>James K. Hahn, Mayor, City of Los Angeles (dated 05/03/2005).</li> </ul> <p>On <b>11/26/2018</b>, received an additional letter of support from Rabbi Meyer H. May, Executive Director, Simon Wiesenthal Center.</p>	
<b>ATTACHMENT III – PROPOSED RATE SCHEDULE</b>			
<b>Proposed Rate Schedule</b> <ul style="list-style-type: none"> <li>Current Rate Schedule</li> <li>Written Statement that General Public Rates will not be exceeded</li> </ul>	7.16.280 7.16.290 7.16.310	<p>A rate schedule for Hatzolah was not received with the original application submitted on <b>01/30/2012</b>. A letter signed by Scott Topiol, Director of Operations and dated <b>01/24/2012</b> that states:</p> <p><i>“Hatzolah of Los Angeles is a volunteer, not-for-profit, charitable organization. In accordance with its mission, Hatzolah does not charge for nor accept any form of compensation for services rendered, including ambulance transportation. As all Hatzolah services are provided for free, a rate schedule is not applicable.</i></p> <p><i>Furthermore, Los Angeles County Code Sections 7.16.280 and 7.16.310 set forth maximum rates that may be charged by ambulance operators within the County. Hatzolah certifies that it will not—at any time—exceed these statutory rates for regulated services.”</i></p>	

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		<p>On <b>06/19/2018</b>, a written statement from Hatzolah, signed by Shmuel B. Manne, Chairman (dated <b>06/06/2018</b>) was received. This document states:</p> <p><i>“All of Hatzolah’s services are rendered free of charge and therefore Hatzolah does not maintain a Billing department. Hatzolah does not collect any financial or billing-related information from those who receive its services.”</i></p> <p>On 11/26/2018, received a “Ambulance Operator’s Business License Application Schedule of Rates – Section D – Attachment III” document, signed by Shmuel B. Manne, Chairman stating:</p> <p><i>“Hatzolah of Los Angeles is a volunteer, not-for-profit, charitable organization. In accordance with its mission, Hatzolah does not charge for nor accept any form of compensation for services rendered, including ambulance transportation. As all Hatzolah services are provided for free, a rate schedule is not applicable.</i></p> <p><i>Furthermore, Los Angeles County Code Sections 7.16.280 and 7.16.310 set forth maximum rates that may be charged by ambulance operators within the County. Hatzolah certifies that it will not—at any time—exceed these statutory rates for regulated services.”</i></p>	

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<b>ATTACHMENT IV – INSURANCE LIABILITY COVERAGE</b>			
<b>Insurance Liability Coverage</b> A certificate or other evidence of insurance coverage confirming that applicant carries insurance with coverages and limits that are in accordance with the County Code.	7.16.050 (G) 7.16.180 7.16.190	<p>On <b>01/30/2012</b>, received a letter, signed by Zvi Brenner, Chairman of Hatzolah that stated:</p> <p><i>“This is to affirm that Hatzolah of Los Angeles, as a completely volunteer 501©3 not-for-profit entity is not required to have Worker’s Compensation insurance. Since Hatzolah does not have any employees, and all of its volunteers are on a strict as needed basis, Hatzolah has opted to use this exclusion and does not carry Worker’s Compensation Insurance. All of Hatzolah’s volunteers carry their own automobile and medical insurance.”</i></p> <p>Additionally, a copy of Hatzolah’s Certificate of Insurance (COI) was submitted but was expired as of this date.</p> <p>On <b>06/09/2016</b>, the following updated insurance documents were submitted:</p> <ul style="list-style-type: none"> <li>• A copy of a “Common Policy Declarations” document from “American Alternative Insurance Corporation” (policy period 07/16/2015 to 07/16/2016).</li> <li>• A copy of a “Common Forms” document from (policy period 07/16/2015 to 07/16/2016).</li> <li>• A copy of a “Schedule of Forms and Endorsements” document from (effective date 07/16/2015).</li> </ul>	<p><b>Hatzolah has submitted their full insurance policy and a review to ensure compliance is pending.</b></p>



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		<ul style="list-style-type: none"> <li>• A copy of an "Installment Schedule" document from (effective date 07/16/2015).</li> <li>• A copy of a "Commercial Excess Liability Coverage Part Declarations" document (policy period 07/16/2015 to 07/16/2016).</li> <li>• A copy of a "Schedule of Controlling Underlying Insurance" document (policy period 07/16/2015 to 07/16/2016) that lists the following coverage: <ul style="list-style-type: none"> <li>○ General Liability</li> <li>○ Automobile Liability</li> <li>○ Management Liability</li> <li>○ Employer's Liability</li> </ul> </li> </ul> <p>On <b>09/12/2016</b>, copies of Hatzolah's insurance documents was sent to the Contract Program Auditor for review and evaluation.</p> <p>On <b>02/08/2018</b>, received a copy of Hatzolah's COI that lists the following coverage:</p> <ul style="list-style-type: none"> <li>• Commercial General Liability (exp. 07/16/2018)</li> </ul> <p>It was noted that the COI did not have the following required insurance coverage of Automobile Liability and Worker's Compensation.</p> <p>On <b>06/19/2018</b>, received the following insurance documents from Hatzolah:</p> <ul style="list-style-type: none"> <li>• Commercial General Liability (exp. 07/16/2018)</li> </ul>	

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		<ul style="list-style-type: none"> <li>Automobile Liability (exp. 07/16/2019)</li> </ul> <p>Additionally, a statement from Hatzolah, signed by Shmuel B. Manne, Chairman was received, that states:</p> <p><i>“Hatzolah is a non-profit all-volunteer organization, and does not have any full-time paid employees on payroll. As such, Hatzolah does not qualify for workers compensation insurance.”</i></p> <p>On <b>11/07/2018</b>, the EMS Agency requested a copy of Hatzolah’s full insurance policy. Further review of Hatzolah’s insurance policy is required and is still pending.</p> <p>On <b>11/26/2018</b>, received an updated COI from Hatzolah with the following coverages:</p> <ul style="list-style-type: none"> <li>Commercial General Liability (exp. 07/16/2019)</li> <li>Automobile Liability (exp. 07/16/2019)</li> </ul> <p>Additionally, EMS received a “Attachment IV – Insurance Liability Coverage” document, signed by Shmuel B. Manne, Chairman (dated 10/30/2018), stating:</p> <p><i>“Hatzolah is a non-profit all-volunteer organization, and does not have any full-time paid employees on payroll. As such, Hatzolah does not qualify for worker compensation insurance.”</i></p>	

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		<p><b>A review of Hatzolah's full insurance policy is still pending.</b></p> <p>PLEASE NOTE: Upon approval of licensure, the General and Auto Liability insurance policies shall name the County of Los Angeles as an additional insured. Certificates or other evidence of such insurance shall provide that the local EMS Agency be given written notice at least thirty (30) days in advance of the cancellation of any policies.</p>	
<b>ATTACHMENT V – MAXIMUM RESPONSE TIMES</b>			
<p><b>Maximum Response Times</b> Written agreement to respond to requests for service within the County response time standards.</p>	<p>7.16.050 (B) 1-2</p>	<p>On <b>01/30/2012</b>, a written statement signed by Zvi Brenner, Chairman affirming that Hatzolah will comply with the maximum response time standards as specified in the County Code was submitted (<b>dated 01/23/2012</b>).</p> <p>On <b>06/19/2018</b>, a written statement from Hatzolah, signed by Shmuel B. Manne, Chairman (dated 06/06/2018) was received, that states:</p> <p><i>“This letter certifies our capability to respond to requests for service as required by Los Angeles County. For the areas of Los Angeles County that we serve we will be able to maintain the following response times.</i></p>	

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		<p><i>1) Emergency calls within urban areas that have more than 100 persons populating per square mile will have a response of no more than 8 minutes.</i></p> <p><i>2) Emergency calls for rural areas that have more than 10 but less than 100 persons populating per square mile will have a response that does not exceed 20 minutes.</i></p> <p><i>3) For areas that do not have a population that meets these guidelines, we will respond as we can.</i></p> <p><i>4) Critical Care and Non-Emergency responses will not exceed 90 minutes from the time of call or the scheduled time of pickup."</i></p> <p>On <b>11/26/2018</b>, received a document, signed (dated 10/30/2018) by Shmuel B. Manne, Chairman. The contents of the letter were identical to the statement received on <b>06/19/2018</b>.</p>	

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<b>ATTACHMENT VI – QUALIFIED MANAGEMENT</b>			
<b>Technically Qualified Management*</b> <ul style="list-style-type: none"> <li>Organizational Chart</li> <li>Resume(s)/Curriculum Vitae(s)</li> </ul> <p>*Evidence that company has technically qualified managers. Evidence shall include manager's resume showing type/duration of transportation experience, including at least five years of increasingly responsible experience in the operation or management of a basic life support or advance life support service.</p>	7.16.050 (D)	<p>On <b>06/09/2016</b>, a revised organizational chart was submitted for Hatzolah (not dated). It was also noted that a "Medical Director" was not found in Hatzolah's organizational chart and it is unclear if it has one within its organization. Please refer to Los Angeles County Prehospital Care Policy Reference No. 420 – Private Ambulance Operator Medical Director for details.</p> <p>Additionally, the following updated resume was submitted:  <b><u>David Bacall, Chief of Operations</u></b></p> <ul style="list-style-type: none"> <li>Chief of Operations, Prior Deputy Director of Operation, Hatzolah, (2009-Present).</li> <li>Volunteer EMT, Hatzolah, (2005-2009)</li> <li>Auxiliary Police Officer, Teaneck Police Department, NY, (1997-2006).</li> <li>EMS Chief, Remapo College EMS, (1998-2001).</li> <li>Auxiliary Police Member – EMT, Bloomfield Auxiliary Police Department, (1994-1997).</li> <li>Director of Operations/Public Safety Liaison, University of Hartford Medical Team, (1994-1997).</li> <li>Volunteer EMT, Teaneck Volunteer Ambulance, (1993-2009).</li> </ul>	

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		<p>Resumes (updated or new) for the following Hatzolah personnel were not received:</p> <ul style="list-style-type: none"> <li>• Elliot Adelman, Treasurer</li> <li>• Michael Bloom, Executive Director</li> <li>• Menachem Bukiet, Secretary</li> <li>• Charles Hoffman, Personnel</li> <li>• Shmuel Baruch Manne, Chairman</li> <li>• Aharon Sabbagh, Public Relations</li> <li>• Aryeh Rosen, Fund Raiser</li> </ul> <p>On <b>10/31/2017</b>, the EMS Agency was notified that Shlomo Todd would serve as the new Chief of Operations for Hatzolah.</p> <p>On <b>11/08/2018</b>, spoke to Shlomo Todd, Hatzolah's Chief of Operations who confirmed that Hatzolah does not have any paid employees and is comprised of all volunteers.</p> <p>On <b>11/26/2018</b>, a revised Hatzolah Organizational Chart was received (not dated). The members of Hatzolah were listed as follows:</p> <ul style="list-style-type: none"> <li>• Shmuel B. Manne, Chairman</li> <li>• Menachem Bukiet, Secretary</li> <li>• Alan L. Nager MD, MHA, Medical Director</li> <li>• Shlomo Todd, Chief of Operations</li> <li>• Charles Hoffman, Personnel</li> <li>• Aryeh Rosen, Fund Raiser</li> <li>• Elliot Adelman, Treasurer</li> <li>• Aharon Sabbagh, Public Relations</li> </ul>	

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<p><b>Adherence to Rules and Regulations</b>  <i>Affirmation (page 1)</i> - Disclosure of whether applicant or management personnel has or has not ever:</p> <ul style="list-style-type: none"> <li>Held any other licenses or franchises during the past ten (10) years.</li> <li>Had a license revoked or denied</li> </ul>	<p>7.16.050 (l) (1and 3)</p>	<p>On <b>06/09/2016</b>, updated signed and dated Affirmation (<i>page 1</i>) Forms were submitted for the following Hatzolah management personnel:</p> <ul style="list-style-type: none"> <li>David Bacall, Chief of Operations</li> <li>Elliot Adelman, Treasurer</li> <li>Michael Bloom, Executive Director</li> <li>Menachem Bukiet, Secretary</li> <li>Charles Hoffman, Personnel</li> <li>Shmuel Baruch Manne, Chairman</li> <li>Aharon Sabbagh, Public Relations</li> <li>Aryeh Rosen, Fund Raiser</li> </ul> <p>On <b>10/31/2017</b>, the EMS Agency was notified that Shlomo Todd would serve as the new Chief of Operations for Hatzolah.</p> <p>On <b>02/07/2018</b>, a resume for Dr. Alan Nager was received:  <u><b>Dr. Alan Nager, MD, MHA, Medical Director</b></u></p> <ul style="list-style-type: none"> <li>Medical Director, Hatzolah (02/2018 to present)</li> <li>Attending Physician, Pediatric Emergency Department, Children's Hospital Los Angeles (CHLA) (1992 – present)</li> <li>Director, Division of Emergency and Transport Medicine, CHLA (1997 – present)</li> <li>Professor of Clinical Pediatrics, Keck School of Medicine (Keck) (11/2014 to present)</li> <li>Adjunct Teaching Faculty, California</li> </ul>	

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		<p>State University Long Beach (CSLB) School of Nursing (2004 – present)</p> <ul style="list-style-type: none"> <li>• Associate Professor of Clinical Pediatrics, Keck (02/2009 – 10/2014)</li> <li>• Voluntary Faculty, University of California Los Angeles (UCLA) School of Nursing (2004 – 2014)</li> <li>• Director of Disaster Education, CHLA (2007 – 2010)</li> <li>• Assistant Professor of Clinical Pediatrics, Keck (1992 – 2008)</li> <li>• Ward Attending, CHLA (1995 – 1998)</li> <li>• Fellowship Director, Pediatric Emergency Medicine, CHLA (1995 – 1997)</li> <li>• Clinical Instructor, University of Pittsburg School of Medicine (1990 – 1992)</li> <li>• Attending Physician, Pediatric Emergency Department, Mercy Hospital, PA (1990 – 1992)</li> </ul> <p>An Adherence to Rules and Regulations Affirmation (<i>page 1</i>) for Shlomo Todd, Chief of Operations and Dr. Alan Nager, Medical Director was not received.</p> <p>On <b>02/14/2018</b>, An Adherence to Rules and Regulations Affirmation (<i>page 1</i>) for Shlomo Todd, Chief of Operations and Dr. Alan Nager, Medical Director was received.</p>	



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<b>Adherence to Rules and Regulations</b> <i>Affirmation (page 2)</i> - Disclosure of whether applicant or management personnel has or has not ever: <ul style="list-style-type: none"> <li>• Been investigated by any governmental agency</li> <li>• Been convicted of any misdemeanor or felony</li> </ul>	7.16.050 (I) (2 and 3)	<p>On <b>06/09/2016</b>, updated signed and dated Affirmation (<i>page 2</i>) Forms were submitted for the following Hatzolah management personnel:</p> <ul style="list-style-type: none"> <li>• David Bacall, Chief of Operations</li> <li>• Elliot Adelman, Treasurer</li> <li>• Michael Bloom, Executive Director</li> <li>• Menachem Bukiet, Secretary</li> <li>• Charles Hoffman, Personnel</li> <li>• Shmuel Baruch Manne, Chairman</li> <li>• Aharon Sabbagh, Public Relations</li> <li>• Aryeh Rosen, Fund Raiser</li> </ul> <p>An Adherence to Rules and Regulations Affirmation (<i>page 2</i>) for Shlomo Todd, Chief of Operations and Dr. Alan Nager, Medical Director was not received.</p> <p>On <b>02/14/2018</b>, An Adherence to Rules and Regulations Affirmation (<i>page 2</i>) for Shlomo Todd, Chief of Operations and Dr. Alan Nager, Medical Director was received.</p>	
<b>Adherence to Rules and Regulations</b> Written and signed agreement of ongoing adherence to all rules and regulations for applicant and management personnel.	7.16.050 (M)	<p>On <b>06/09/2016</b>, revised written and signed agreements, affirming ongoing adherence to all rules and regulations was received for the following management personnel:</p> <ul style="list-style-type: none"> <li>• David Bacall, Chief of Operations</li> <li>• Elliot Adelman, Treasurer</li> <li>• Michael Bloom, Executive Director</li> <li>• Menachem Bukiet, Secretary</li> <li>• Charles Hoffman, Personnel</li> <li>• Shmuel Baruch Manne, Chairman</li> <li>• Aharon Sabbagh, Public Relations</li> </ul>	

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		<ul style="list-style-type: none"> <li>Aryeh Rosen, Fund Raiser</li> </ul> <p>A written and signed agreement of Adherence to Rules and Regulations will be required for Hatzolah's Medical Director.</p> <p>On <b>02/14/2018</b>, a written and signed agreement of ongoing adherence to all rules and regulations was received for Shlomo Todd, Chief of Operations and Dr. Alan Nager, Medical Director</p>	
<b>ATTACHMENT VII – BUSINESS FACILITIES / VEHICLES</b>			
<b>Business Facilities</b> Description of premises (including billing area and security measures to protect patient confidentiality) to serve as the base of operations and any other facilities or stations that deploy or house vehicles.	7.06.020 (D)	<p>On <b>01/30/2012</b>, received an "Ambulance Operator's Business License Application Description of Premises and Vehicles – Section H – Attachment VII" document on Hatzolah letterhead, stating:</p> <p><i>"Hatzolah of Los Angeles does not maintain a physical headquarters or base of operations. All Hatzolah EMTs are "on call" and respond from their respective homes and workplaces as the need for their services arises. Due to this response model, Hatzolah does not maintain any form of crew quarters. All of Hatzolah's services are rendered free of charge and therefore Hatzolah does not maintain a Billing department. Hatzolah does not collect any financial or billing-related information from those who receive its services."</i></p>	<p><b>Hatzolah needs to identify the location of its CAD system and who has access to the PCR's. Additionally, Hatzolah needs to identify the location of older PCR's (pre-2002) and who has access to those records.</b></p>

# **HATZOLAH OF LOS ANGELES** **AMBULANCE OPERATOR LICENSE APPLICATION EVALUATION**

ORDINANCE REQUIREMENT	REF. #	APPLICATION REVIEW CHRONOLOGY	POTENTIAL ISSUES AND/OR APPLICATION DEFICIENCIES
		<p>On <b>06/19/2018</b>, a written statement from Hatzolah, signed by Shmuel B. Manne, Chairman (dated <b>06/06/2018</b>) was received, stating:</p> <p><b><i>“This letter certifies that Hatzolah of Los Angeles does not maintain a physical headquarters or base of operations. All Hatzolah EMTs are “on call” and respond from their respective homes and workplaces as the need for their services arises. Due to this response model, Hatzolah does not maintain any form of crew quarters. All of Hatzolah’s services are rendered free of charge and therefore Hatzolah does not maintain a Billing department. Hatzolah does not collect any financial or billing-related information from those who receive its services.</i></b></p> <p><i>Hatzolah keeps detailed patient care reports on an electronic database through its Los Angeles County approved electronic patient care report software. The application is cloud-based and HIPPA [sic] compliant. This as well does not require a facility from Hatzolah to house it.</i></p> <p><i>Any classes provided by Hatzolah is given in a local school that graciously allows Hatzolah to utilize its facility after hours for its membership meetings and continuing education classes.</i></p>	

# HATZOLAH OF LOS ANGELES

## AMBULANCE OPERATOR LICENSE APPLICATION EVALUATION

ORDINANCE REQUIREMENT	REF. #	APPLICATION REVIEW CHRONOLOGY	POTENTIAL ISSUES AND/OR APPLICATION DEFICIENCIES
		<p><i>Hatzolah owned response vehicles are on a constant rotation between its members and as such is housed by the member assigned to it at that time. All ambulances are kept in centralized parking spaces of local schools and synagogues that have secure lots and permit the ambulances to be housed by them."</i></p> <p><b>On 10/23/2018, spoke with Shlomo Todd, Hatzolah's Chief of Operations and requested that he submit a statement identifying where Hatzolah's Computer-aided Dispatch (CAD) is located and list the individuals who have access to the data. Mr. Todd stated that Hatzolah's CAD is located at a "school" and that older (pre-2002) patient care records (PCR) are stored at a "member's garage". Advised Mr. Todd to identify the location of the PCRs and who has access to those records as well.</b></p> <p><b>On 11/26/2018, EMS received a "Attachment VII – Business Facilities/Vehicles" document, signed (dated 10/30/2018) by Shmuel B. Manne, Chairman. The contents of the letter were identical to the statement received on 06/19/2018.</b></p>	

## HATZOLAH OF LOS ANGELES AMBULANCE OPERATOR LICENSE APPLICATION EVALUATION

ORDINANCE REQUIREMENT	REF. #	APPLICATION REVIEW CHRONOLOGY	POTENTIAL ISSUES AND/OR APPLICATION DEFICIENCIES
<b>Business Facilities</b> Certificate of Zoning Compliance	7.16.050 (I) 5	As stated in the <b>01/30/2012</b> letter from Hatzolah stated above, <i><b>"Hatzolah of Los Angeles does not maintain a physical headquarters or base of operations."</b></i>	
<b>Vehicles</b> Unit number, license number, VIN, make, model year, model type, mileage, projected vehicle life and patient capacity for each vehicle to be licensed and documentation of the following for each: <ul style="list-style-type: none"> <li>• Vehicle Registration</li> <li>• Odometer Testing and Certification</li> <li>• CHP Vehicle Certificate/Permit</li> <li>• Most Recent CHP Inspection</li> </ul>	7.16.050 (F)  7.16.040 7.16.210 7.16.215	<p>On <b>06/09/2016</b>, Hatzolah submitted a list of three (3) ambulance vehicles to be licensed in Los Angeles County:</p> <ul style="list-style-type: none"> <li>• Unit #903 2010 "Model 2" (license: 03Z66A1) VIN#24352 Mileage: 2,387; Patient Capacity: 2</li> </ul> <p>A copy of the most Recent CHP Inspection was received (dated 03/21/2016).</p> <p>Current Vehicle Registrations, Odometer Testing/Certifications and CHP Vehicle Certificate/Permit for Hatzolah were not received for any vehicles requesting to be licensed.</p> <p>PLEASE NOTE: The director of the department of health services or his or her duly authorized designee shall not grant or issue an ambulance vehicle license for any ground ambulance which at the time of application is more than eight years old as defined by the initial date the vehicle was first put into service, provided that the date is not greater than one year from the date of its manufacture.</p>	

# HATZOLAH OF LOS ANGELES

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<b>Vehicles</b> Color scheme/insignia used to designate ambulances of applicant	7.16.050 (H)	Color photographs of Hatzolah's ambulance vehicles (right, left, front and back) were submitted. <i>(Please see submitted photos for further clarifications and details if needed).</i>	
<b>ATTACHMENT VIII – STATEMENT OF WORK</b>			
<b>Statement of Work</b> <ul style="list-style-type: none"> <li>Detailed description of area(s) within which applicant is proposing to operate</li> <li>Copy of all current business licenses held by applicant</li> <li>Copy of CHP Emergency Ambulance Non-Transferable License</li> <li>Results of most recent CHP inspection</li> </ul>	7.16.050 (E) (I) 5 (J)	<p>On <b>01/30/2012</b>, a “Hatzolah of Los Angeles Overview and Mission Statement” document was received. Hatzolah is proposing to operate in the following areas within the City of Los Angeles:</p> <ul style="list-style-type: none"> <li>Hancock Park</li> <li>Beverly-La Brea</li> <li>Park-La Brea</li> <li>Mid-Wilshire area</li> <li>Fairfax District</li> <li>Pico-Robertson area</li> <li>Valley Village</li> </ul> <p>Additionally, copies of the area maps of Fairfax-La Brea, Pico-Robertson and Valley Village were received.</p> <p>A copy of a City of Los Angeles business license was received. (No expiration date noted)</p>	

# **HATZOLAH OF LOS ANGELES** **AMBULANCE OPERATOR LICENSE APPLICATION EVALUATION**

ORDINANCE REQUIREMENT	REF. #	APPLICATION REVIEW CHRONOLOGY	POTENTIAL ISSUES AND/OR APPLICATION DEFICIENCIES
<p><b>Non 9-1-1 Medical Dispatch Policies and Procedures</b></p> <ul style="list-style-type: none"> <li>Dispatch Policies and Procedures</li> <li>Qualifications for Dispatchers</li> <li>Dispatch Logs (most current 30-days)</li> </ul>	<p>7.16.050 (K) (L)</p> <p>Prehospital Care Policy Manual Ref. No. 226</p>	<p>On <b>06/09/2016</b>, received a copy of Hatzolah's "Dispatch Policy and Procedures Manual". The review of the "Dispatch Policies and Procedures" showed that Hatzolah's policies require revisions in order to meet compliance with Reference No. 226, Private Ambulance Provider Non 9-1-1 Medical Dispatch. Refer to the attached "Private Ambulance Provider Non 9-1-1 Medical Dispatch Monitoring Instrument" (dated 06/15/2016) for the specific results of the dispatch policy and procedure review.</p> <p>Additionally, a list of dispatch employees and dispatch logs for a thirty (30) day period (06/02/2015 to 06/30/2015) were received.</p> <p>Hatzolah's dispatch logs does not contain all the required data elements in order for EMS to complete a thorough review. Please refer to Los Angeles County Prehospital Care Policy Reference No. 226 – Private Ambulance Provider Non 9-1-1 Medical Dispatch.</p> <p>On <b>02/14/2018</b>, received Hatzolah's updated Dispatch Training and Protocol Manual (dated January 2018). Refer to the attached "Private Ambulance Provider Non 9-1-1 Medical Dispatch Monitoring Instrument" (dated 06/15/2018) for the specific results of the dispatch policy and procedure review.</p>	

# HATZOLAH OF LOS ANGELES

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		<p>On <b>10/11/2018</b>, a revised Dispatch Training and Protocol Manual for Hatzolah was received. Refer to the attached "Private Ambulance Provider Non 9-1-1 Medical Dispatch Monitoring Instrument" (dated 10/22/2018) for the specific results of the dispatch policy and procedure review.</p> <p>On <b>11/26/2018</b>, received a "Medical Director Review and Endorsement of Dispatch Manual" document (dated 10/30/2018) signed by "Alan L. Nager MD, MHA", stating:</p> <p><i>"I have reviewed all materials provided to me and fully endorse the contents of the dispatch manual. The manual was carefully constructed to verify timeliness, adherence to safety and to minimize impact to the community or any other EMS provider.</i></p> <p><i>As the Director of Emergency and Transport Medicine at Children's Hospital Los Angeles, I am aware of the issues in the EMS community and fully support the mission and operations of Hatzolah of Los Angeles.</i></p> <p><i>Please let me know if you have concerns or questions as I am freely willing to discuss and vouch for the contents provided."</i></p>	



**HATZOLAH OF LOS ANGELES  
AMBULANCE OPERATOR LICENSE APPLICATION EVALUATION**

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<b>ATTACHMENT IX – BACKGROUND CHECKS</b>			
<b>Background Checks</b> <ul style="list-style-type: none"> <li>• Request for Live Scan Service Form</li> <li>• LASD Personal Information Form</li> <li>• Photo Identification (State issued driver's license or identification card or passport)</li> </ul>	<p>7.16.050 (O)</p>	<p>On <b>06/14/2016</b>, a completed Los Angeles County Sheriff's Department (LASD) License Detail Business License Applicant's Personal Information (Personal Information) Form, photo identification and a completed "Request for Live Scan Service Form" were submitted for the additional following individuals:</p> <ul style="list-style-type: none"> <li>• David Bacall, Chief of Operations</li> <li>• Elliot Adelman, Treasurer</li> <li>• Michael Bloom, Executive Director</li> <li>• Menachem Bukiet, Secretary</li> <li>• Charles Hoffman, Personnel</li> <li>• Shmuel Baruch Manne, Chairman</li> <li>• Aharon Sabbagh, Public Relations</li> <li>• Aryeh Rosen, Fund Raiser</li> </ul> <p>On <b>09/13/2016</b>, received notification from LASD that the background checks found no basis for protest for the submitted Hatzolah individuals.</p> <p>It was noted that a completed Request for Live Scan Service Form, LASD Personal Information Form and Photo Identification was not submitted for Hatzolah's Medical Director.</p>	

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		<p>On <b>02/14/2018</b>, Request for Live Scan Service Forms were received for Shlomo Todd, Chief of Operations and Dr. Alan Nager, Medical Director, however, completed LASD Personal Information Forms and Photo Identification (State issued driver's license or identification card or passport) was not received and is required to complete a background check.</p> <p>On <b>08/30/2018</b>, received notification from LASD that the background checks found no basis for protest for Shlomo Todd, Chief of Operations and Dr. Alan Nager, Medical Director.</p>	
<u>Additional Information Requested by the EMS Agency</u>		Final Review	
<u>Additional Information Requested by the Ambulance Licensing Hearing Board</u>			

12/2018 – Final Review